The pressure for public service to change is undeniable. Officials expect agencies to deliver more and better results and citizens demand greater accountability, accessibility and service on their terms. So to keep up and move towards delivering public service for the future, government executives need more support than ever to meet rising demand with constrain resources, in other words, do more, with less.

The easy changes are done, now transformational change is needed. The question is, how? The key lies in transforming the back office, to perform mandatory transactional processing and control functions at the lowest possible cost, in order to release resources with the value added activities, such as stronger analysis and advisory capabilities that will support improved citizen services. And how do you determine which strategy will give you the best pay back, ensuring your back office transformation is successful? Our experience shows that to successfully charge your course, its crucial to use a business driven approach. Which is also, the thinking behind the Accenture Government Transformation Toolkit. Our unique approach for supporting back office redesign projects.

It incorporates specially developed tools, techniques and
methodologies, combine with our in-depth public service experience specifically designed to achieve tangible and sustainable results.

So how does it work? We start with service delivery strategy, an executive level framework for establishing transformations guiding principles. Aligning your strategies for serving citizens with the assumptions underpinning the design of your administrative systems.

Next, we bring our field tested cost hypothesis for cost savings and revenue increases to zero in on the work that will realize the greatest value, delivering hard dollar benefits.

We then help you pinpoint the analytics capabilities. You’ll need to answer critical questions around service delivery and how best to meet your mission goals. We take a fresh look at business processes, establishing priorities for value creation.

Then we assess how prepared the organization is for the changes to come. It’s a holistic approach that spans culture, people, process and technology.

Finally, our best practice workshops draw on Accenture consulting’s extensive public service experience to help you adopt leading approaches and demonstrate the art of the possible.

Because we’ve developed starting points and tools to support all these activities, we can do them in a matter of weeks. That means you can get started quickly. And while any one of these six activities will help you get off to a flying start, it’s their combined power that will provide a valuable platform for your projects success.

To find out more about the Accenture Government Business Transformation Toolkit, visit www.Accenture.com/publicservice